

Dear Lake County Resident:

If you have school-aged children, you probably recently brought them to healthcare providers for sports physicals or state required immunizations. You may have used different healthcare providers to meet their healthcare needs. If so, I encourage you to find one medical home where you can get your families' healthcare needs met.



A medical home is a home base for any child's or adult's medical and non-medical care. It is a cultivated partnership between the patient, family, and primary provider in cooperation with specialists and support from the community. The patient/family is the focal point. Medical home care is accessible, family-centered, continuous, comprehensive, coordinated, compassionate, and culturally effective. Here are some other characteristics of a medical home:

- Each patient has an ongoing relationship with a personal physician, nurse practitioner or other healthcare provider trained to provide continuous and comprehensive care.
- Your healthcare provider leads a team of individuals who collectively take responsibility for the ongoing care of patients.
- Your healthcare provider is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life, including acute care, chronic care, preventive services, and end of life care.
- Care is coordinated and/or integrated across all elements of the complex health care system (such as subspecialty care, hospitals, home health agencies, nursing homes) and the patient's community (e.g., family, public and private community-based services). Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.
- Quality and safety are hallmarks of the medical home. Practices advocate for their patients to support the attainment of optimal, patient-centered outcomes that are defined by a care planning process driven by a compassionate partnership between healthcare providers, patients, and the patient's family.
- Enhanced access to care is available through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician, and practice staff.

A medical home is a convenient way to unite the many segments of a child's or adult's care, including behavioral and oral health. It is especially important for individuals with chronic diseases, such as asthma or diabetes, to belong to a medical home where their progress can be monitored. If your family is currently looking for a medical home, please consider looking into our six [community health centers](#).

Sincerely,

Tony Beltran  
Executive Director  
Lake County Health Department/  
Community Health Center